



Pending Online Service Requests – Non Placement Provider Job Aid

The Pending Online Service request screen is used to review and respond to Non Placement Services postings for child(ren) and families.

Pending Online Service Requests – Non Placement Services Screen

The screenshot shows the 'Pending Online Service Requests' interface. It includes a navigation menu on the left with options like 'My Request', 'My Approval Inbox', and 'Online Service Requests'. The main content area is divided into 'Filter Criteria' and 'Cases' sections.

Filter Criteria:

- Client Characteristics
 - First Name: Starts With [dropdown] [input]
 - Middle Name: Starts With [dropdown] [input]
 - Last Name: Starts With [dropdown] [input]
 - Date Of Birth: [dropdown]
 - SSN* [input]
 - KIDS Client ID* [input]
- Posted Date Range
 - From: [dropdown]
 - To: [dropdown]

Cases:

Posted Date	Case ID	Client ID	Target Child	Household Name	Staff Name	Accept for Service Date
8/31/2015 12:00:00 AM	54035	1006249	Cameron Smith	Smith	Williams, Samantha	8/14/2015 2:38:48 PM

Online Service Request Details:

- PAT Level: [dropdown]
- Client(s): Carley Smith, Christian Smith, Crystal Smith, Colin Leavitt
- Requested Service(s): Counseling Services, Counseling Setting, Family Counseling, Financial Counseling
- Provider Response*: [dropdown]
- Anticipated Start Date: [dropdown]
- Provider Contact: [input]
- Provider Contact Number: [input]
- Facility*: [input]

Buttons at the bottom: Show, Save, Cancel, Compare



Navigation and Filters

1. Navigate to the Pending Online Service Requests Screen
 - a. Under the *Organizer* tab in the Left Navigation Pane under **My Tasks** click on the **+** next to **Online Service Requests**
 - b. Click on the [Pending Online Service Requests](#) hyperlink.
 - c. Click on the **NonPlacement** tab. (NOTE: This screen defaults to the Placement tab)
2. Filtering the search results.

- a. The Pending Online Service Request list can be filtered by *Client Characteristics*, *SSN* (Social Security Number), *KIDS Client ID*, or *Posted Date Range*.
- b. To filter check the box next to the desired filter criteria and complete the yellow fields that are enabled. The list may only be filtered by one criteria at a time.
- c. Once the Filter Criteria has been selected and entered click the **Search** button to filter.
- d. To return to the full list click the **Clear** button.

Reviewing and Responding to the Request

1. The *Cases* grid displays 20 results at a time. To view more results click on the page numbers above the grid. To review a specific posting highlight it by clicking on the desired posting in the *Cases* grid.

Posted Date	Case ID	Client ID	Target Child	Household Name	Staff Name	Accept for Service Date
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- a. The Referral and Packet Details can be viewed by clicking the **Show** button at the bottom of the screen. An overview of the Referral and Packet Details can be found in the **Non Placement Referral and Packet Details – Provider Job Aid**.

2. Online Service Request Details

The screenshot shows the 'Online Service Request Details' form. Red callouts labeled 'a' through 'f' point to the following elements:

- a:** Client(s) list box containing names like Carley Smith, Christian Smith, etc.
- b:** Requested Service(s) text area containing 'Counseling Services Counseling Setting Family Counseling Financial Counseling'.
- c:** Provider Response* dropdown menu.
- d:** Anticipated Start Date dropdown menu.
- e:** Provider Contact text input field.
- f:** Select button next to the Facility* dropdown menu.

At the bottom of the form are buttons for Show, Save, Cancel, and Compare.

- Client(s)* displays the clients listed on the Posting.
- Requested Service(s)* displays the types of contracted services that the responding provider is expected to provide.
- Select your agency's response to the posting by using the drop down under *Provider Response*.
- If 'Accept' is selected under *Provider Response* the *Anticipated Start Date* for services to begin becomes mandatory. Enter the *Anticipated Start Date*.
- Provider Contact* and *Provider Contact Number* are not mandatory but can be entered so that the Caseworker, Supervisor, or Resource Services Specialist may contact the provider regarding the provider's response to the posting.
- Choose the *Facility* or *Facilities* that are available to provide services on this Posting by clicking the **Select** button. Clicking **Select** will display all of your facilities who can provide the *Requested Service(s)* for this posting. Use the **>>** to move the selected facilities over to the *Selected Values* section. Click **Ok** when the desired facilities are selected.

The screenshot shows the 'MultiSelect - FACILITIES' dialog box. It has a title bar and a header that says 'To select multiple values, keep the [ctrl] key pressed.' Below this are two columns: 'Available Values' and 'Selected Values'. The 'Available Values' column contains a list box with 'Facility A', 'Facility B', and 'Facility C'. Between the columns are '>>' and '<<' buttons. At the bottom are 'Ok' and 'Cancel' buttons.

- Click **Save** to save your agency's response to the Posting.
- This Posting will remain on the Pending Online Services Screen list until a provider has been assigned to the Posting.



For more information...

For assistance, please contact the Allegheny County Service Desk at servicedesk@alleghenycounty.us or 412-350-4357 (Option 2 for DHS). To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>.

This job aid and additional user materials are located on the DHS Amazon site at <http://dhswebt.s3.amazonaws.com/KIDSJobAids/index.htm>